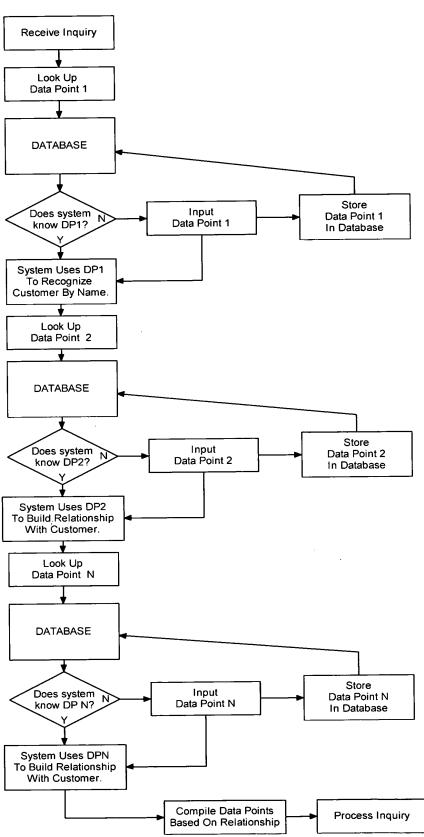


SYSTEM FLOW CHART Figure 2

PIZZA COMPANY CALL CENTER



PIZZA COMPANY **SYSTEM FLOW CHART** Figure 3 CALL CENTER A call is placed to Pizza Company using the national 1 800 number. The call is routed 124 The call is sent based on the over the PSTN The 800 service 800 service routing tables The 800 number to PC's telecom company queries their provider to the designated is received by PC's system. intercepts routing tables for PC call center. 800 service provider. routing instructions. the call. Integrated Caller ID CID is looked Customer data Y is the caller ID present. Solutions up in the customer is read by is sent to receives call. database. ACD. decision program. 14 74 **Decision Program** Auto NOAA determines customer processing track New System identifies 18 customer NOAA. 24 Existing New (Does Not Like Àuto Attendant) IVR Welcomes **IVR Welcomes** IVR announces Customer Customer Thank you for calling Pizza Company. Please hold, a System looks From System Goto Figure 5 ACD routes CSR will be with up defined Figure 5 processes Order you in a moment." customer to Örder manufacturing order. new customer Process (A). Process (B) location. IVR information and prompts. IVR plays commerical System or music. determines where to route order. "Thank you for choosing The caller is Pizza Company. We are implimenting a new 16 routed back system to make the Order is to the store your pizza ordering that would routed to experience more normally handle manufacturing convienent. Please allow site via web, email, that call. us to take a few extra or electronically. minutes of your time to 26 ask a few questions. Order is

From Figure 4

New Customer

Prompts (B).

Goto Figure 4

New Customer

Prompts (A).

The call is received by the CSR.

Goto Figure 9 CSR Orders CC, Coupons



received by

manufacturing

site.

Order is

manufactured.

Delivery

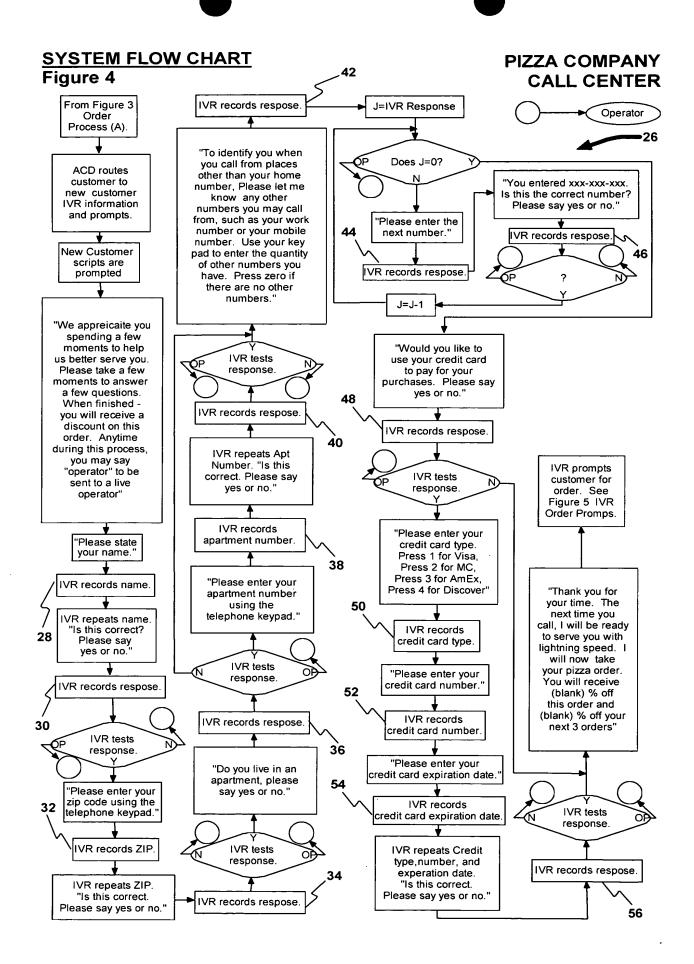
Announcement

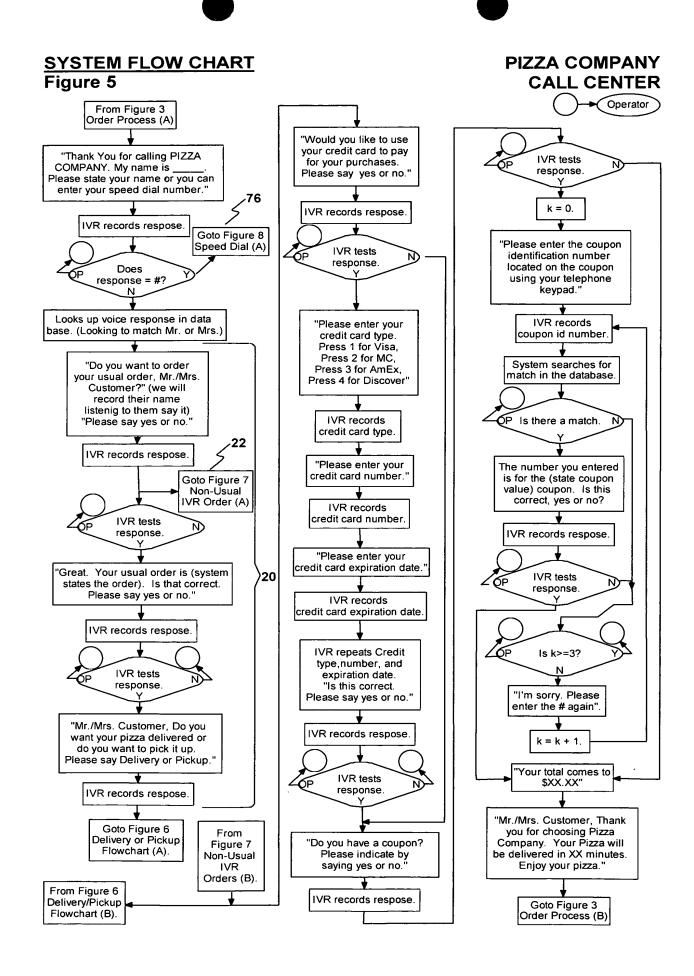
call is made

Customer

receives

order.





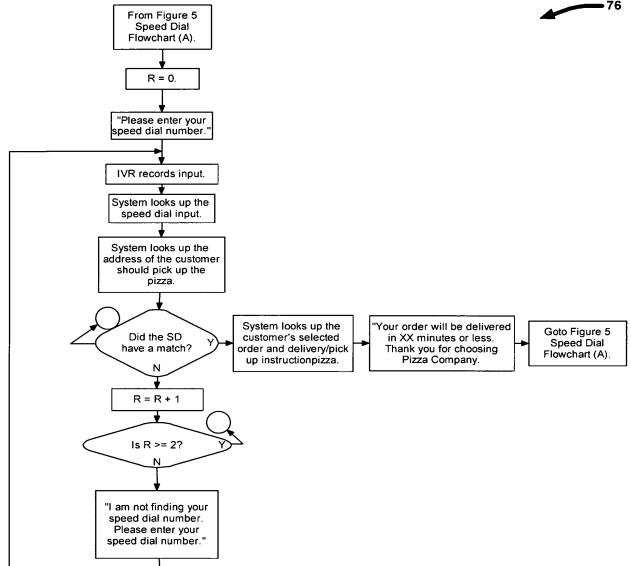
SYSTEM FLOW CHART PIZZA COMPANY Figure 6 CALL CENTER From Figure 5 Operator Delivery/Pickup Flowchart (A). **-** 70 "I show the store at System looks up the (state the address) is Goto Figure 5 IVR tests location the customer Delivery/Pickup the closest to your response. should pick up the location Please pick up pizza in (xx minutes). Flowchart (B). pizza. D "Please enter the "Mr./Mrs. Customer, telephone number Do you want your of the location you want pizza delivered to the pizza delivered." your home address at (state address). Please say yes IVR records number. or no." System looks up the IVR records response. number, and prompt the IVR with the address information. **IVR** tests (OP N response. "I show that address to be (state the address). Is this the correct delivery address. Please say yes or no." Goto Figure 5 Delivery/Pickup Flowchart (B). IVR records respose. IVR tests response. System looks up the address. Is the address an apt. complex? 'The number you entered was (state the number). Is "I show that address to be this the correct number?" an apartment complex. Please enter the apartment number using your key pad." **IVR** tests response. IVR records respose. Goto Figure 5 Delivery/Pickup Flowchart (B).

SYSTEM FLOW CHART PIZZA COMPANY Figure 7 **CALL CENTER** Operator From Figure 5 Non-Usual IVR Orders (A). **22** "What size would "How many pizza would you like to order? Please enter you like this pizza? Press 1 for Large Press 2 for Medium the quantity using your keypad." Press 3 for Small Press 4 for Type 1 IVR records Input Press 0 for Other" 64 58 Q = IVR Input. IVR Records Input. Is Q>=3 OPIVR tests response. N R = 1"Your (nth) pizza is "Please tell me the type of a (state the size, pizza you wish the (1st) order topping type, and the to be. Please press the key crust type). Is this of the type of pizza you correct, Mr/Mrs want to order. Customer. Please Press 1 for Type 1 say yes or no." Press 2 for Type 2 66 Press 3 for Type 3 Press 4 for Type 4 Press 5 for Type 5 IVR Records Input. Press 6 for Type 6 Press 7 for Type 7 Press 8 for Type 8 Press 9 for Type 9 OPIVR tests response. N Press 0 for Other IVR Records Input. 60 Is Q<=R. N→ R = R + 1. **IVR** tests response. "Do you want this order marked as your usual order. Please say "What type of crust would yes or no." you like on this pizza? Press 1 for Type 1 Press 2 for Type 2 68 Press 3 for Type 3 IVR Records Input. Press 4 for Type 4 Press 0 for Other System marks the PIVR tests response. current order as the usual order. IVR Records Input. 62 OPIVR tests response. N Go to Figure 5 Non-Usual Orders.

SYSTEM FLOW CHART Figure 8

PIZZA COMPANY CALL CENTER





PIZZA COMPANY SYSTEM FLOW CHART Figure 9 **CALL CENTER** Operator From Figure 3 CSR Start of coupon Orders (A). script. "Do you have a coupon? The CSR's screen Please indicate by Start of credit card will pop with all of script. saying yes or no. the cusotmers data. IVR records respose. "Would you like to use your credit card The CSR answers the call. "This is to pay for your purchases. Please say IVR tests response. N yes or no." (agents name) how many I serve you, Mr./Mrs. Cusotmer." CSR receives respose. "Please tell the coupon identification number located on the coupon." The CSR listens IVR tests response. to the caller's request. CSR enters coupon id number. CSR Records Input. System searches for "Please tell me the match in the database. credit card type "Ok, let me repeat your you would like to use." order, (state the order). Is that correct." Is there a match. N CSR inputs customers selected card type. The number you entered N Order is correct? is for the (state coupon value) coupon. "Please tell me your credit card number. CSR hears respose. CSR inputs the Goto Figure 10 credit card number. CSR Delivery/Pickup. IVR tests response. N "Please tell me your credit card experation date. From Figure 10 CSR Delivery/Pickup. CSR inputs the Bad credit card experation date. ls k>=3? coupon script CSR repeats Credit type,number, and "I'm sorry I can't find the coupon. experation date. Please enter the # again" "Is this correct." k = k + 1. CSR hears respose. Your total comes to IVR tests response. N "Mr./Mrs. Customer, Thank you for choosing Pizza End of credit card **END** Company. Your script. Pizza will be delivered in XX minutes. Enjoy your pizza.

SYSTEM FLOW CHART Figure 10

PIZZA COMPANY CALL CENTER

